

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:	)	Group Art Unit:	2614
	)		
FLOCKHART et al.	)	Examiner:	DEANE JR.
	)		
Serial No.: 10/673,103	)	Confirmation No.:	2319
	)		
Filed: September 26, 2003	)		
	)		<u>RESPONSE TO RESTRICTION</u>
	)		<u>REQUIREMENT</u>
Atty. File No.: 4366-109	)		
	)		
For: "METHOD AND APPARATUS FOR	)		
ASSESSING THE STATUS OF WORK	)		
WAITING FOR SERVICE"	)		

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In an Office Action dated May 7, 2008, the Examiner issued a Restriction Requirement with regard to the above-identified patent application. Generally, the Examiner indicated that Claims 1-17, drawn to a method for assessing the status of work waiting for service (Group I); Claims 18-29, drawn to a computational component for performing a method (Group II), Claims 30-33, drawn to a table in an electronic memory of a contact center (Group III), and Claims 34-43, drawn to contact center for servicing a plurality of contacts received from a plurality of customers (Group IV) were distinct inventions. Applicants hereby elect to prosecute Group I - Claims 1-17 in this patent application. However, Applicants respectfully reserve the right to pursue Groups II, III and IV in subsequent divisional/continuation applications.

Respectfully submitted,

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